



Example of Patient Service Representative Job Description

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Our innovative and growing company is looking to fill the role of patient service representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for patient service representative

- Other areas of responsibility may include answering telephones, daily maintenance voicemail retrieval and accurate message transcription and follow through, distribution of mail, and clerical duties as assigned
- Greet patients in a friendly manner and acknowledge patient concerns or issues
- Copy insurance card
- Remind patients of their co-pays at time of check in and/or collect
- Assemble charts for all new patients
- Provides a welcoming presence at all entrances
- Seeks to understand the needs of the internal and external customers
- Assisting clinicians with front office duties as required
- Complies with privacy and confidentiality policies when communicating with callers and guests
- Answers phones for prescription refills

Qualifications for patient service representative

- May be required to lift
- May be required to escort patients to location of care using wheelchair transport
- Ability to type 30 words per minute with 0-2 errors
- Receptionist or equivalent training program

